



Encentuate[®] Identity and Access Management (IAM)

USB Key Utility Guide

Product version 3.5

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Encentuate® IAM USB Key Utility Guide version 3.5.1

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About This Guide

Welcome to the Encentuate IAM USB Key Utility Guide.

Use this guide to install and manage the tool for USB Keys in Encentuate IAM.

Purpose

This guide provides procedures to help configure and maintain the USB Key Utility in Encentuate IAM.

Audience

The target users for this guide are Administrators that need to grant reset rights to other Administrators, including resetting USB Keys of Encentuate IAM users.

What's in this guide

[Using the USB Key Utility](#) discusses the tasks related to installing the USB Key Utility, obtaining first Administrator rights, granting reset rights to other Administrators, and the Administrative tasks in resetting USB Keys for users.

Document conventions

Refer to this section to understand the distinctions of formatted content in this guide.

Main interface elements

The following are highlighted in bold text in the guide: dialog boxes, tabs, panels, fields, check boxes, radio buttons, fields, buttons, folder names, policy IDs/names, and keys. Examples are: **OK**, **Options** tab, and **Account Name** field.

Navigation

All content that helps users navigate around an interface is italicized (for example: *Start >> Run >> All Programs*)

Cross-references

Cross-references refer you to other topics in the guide that may provide additional information or reference. Cross-references are highlighted in green and display the referring topic's name (for example: [Document conventions](#)).

Hyperlinks

Hyperlinks refer you to external documents or web pages that may provide additional information or reference. Hyperlinks are highlighted in blue and display the actual location of the external document or web page (for example: <http://www.encentuate.com>).

Scripts, commands, and code

Scripts, commands, or code are those entered within the system itself for configuration or setup purposes, and are usually formatted in a Courier font.

For example:

```
<script language="JavaScript">

<!--

    ht_basename = "index.php";

    ht_dirbase = "";

    ht_dirpath = "/" + ht_dirbase;

//-->

</script>
```

Tips or Hints



Tips or hints help explain useful information that would help perform certain tasks better.

Warnings



Warnings highlight critical information that would affect the main functionalities of the system or any data-related issues.

Using the USB Key Utility

This chapter covers the following topics:

- [About the USB Key Utility](#)
- [Configuring the e-gate Virtual Reader Enumerator](#)
- [Installing the USB Key Utility](#)
- [Obtaining reset rights for the first Administrator](#)
- [Granting permission to reset USB Keys](#)
- [Resetting a USB Key](#)
- [Checking status of a USB Key](#)

About the USB Key Utility

The Encentuate USB Key Utility is a tool which allows an Administrator to:

- Grant permissions to other Administrators to reset Encentuate USB Keys.
- Reset Encentuate USB Keys and all user names and passwords already stored in the Wallet.
- Reset Encentuate USB Keys without resetting personal data stored in the flash drive.
- Check the registration status of USB Keys.

The Encentuate USB Key Utility installer is bundled into the Encentuate AccessAgent installer, which can be found in the Encentuate AccessAgent installation CD.

There are some limitations to the USB Key Utility's capability. The limitations apply only to cases where USB Keys have been registered before the installation of USB Key Utility and first Administrator was given reset rights.

In such a case, the following conditions apply:

- All USB Keys can be reset if the password is known, regardless of when the Key was registered.
- If the password is not known or the Key is locked, you cannot reset the Key. Return the Key to Encentuate for re-initialization.

Configuring the e-gate Virtual Reader Enumerator

Before installing the USB Key Utility, you must first configure the e-gate Virtual Reader Enumerator.

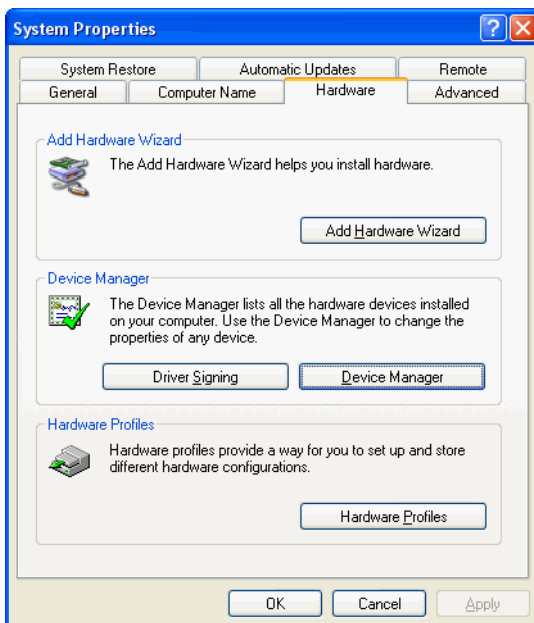
Setting up the e-gate Virtual Reader Enumerator allows your computer to recognize several USB Keys that will be connected to the system at the same time.



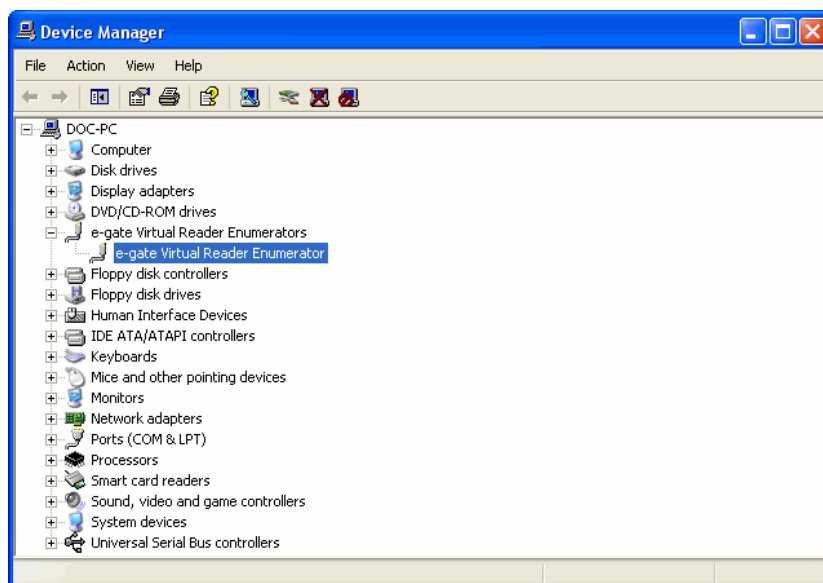
This configuration only needs to be performed once.

To configure the e-gate Virtual Reader Enumerator:

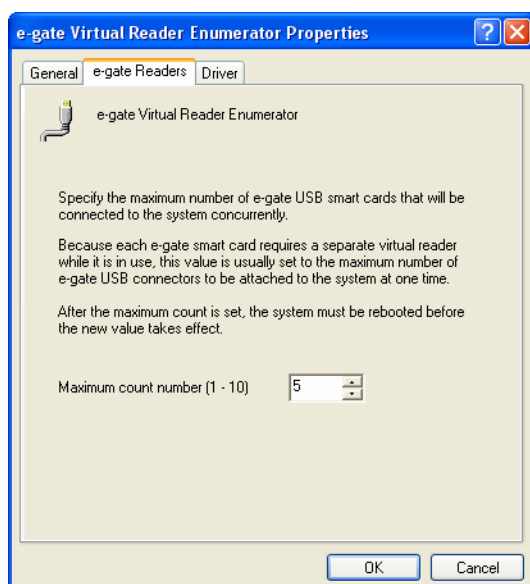
- ❶ From the Windows Start menu, select **Control Panel**.
- ❷ In the Control Panel, double-click on the **System** icon.
- ❸ In the System Properties window, click on the **Hardware** tab.



- 4 Click the **Device Manager** button.
- 5 In the Device Manager directory tree, expand the e-gate Virtual Reader Enumerators node.



- 6 Double-click on the **e-gate Virtual Reader Enumerator** node.
- 7 Click on the **e-gate Readers** tab. Enter a new value in the Maximum count number field. The recommended number is **5**.



- 8 Click **OK**.
- 9 Restart your computer to apply the changes.

Installing the USB Key Utility

The USB Key Utility is installed when you install AccessAgent. However, you need to modify the **SetupHelp.ini** file in the AccessAgent installer's **Config** folder.



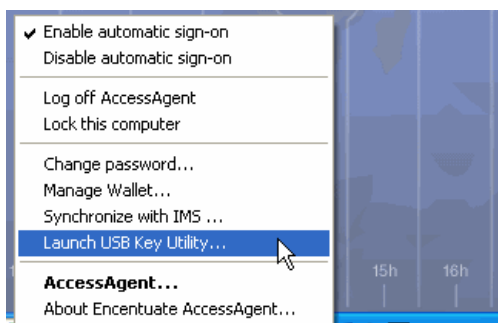
This procedure is only applicable for Administrator users.

To install the USB Key Utility:

- ❶ In the AccessAgent installer folder, navigate to the **Config** folder and double-click on the folder.
- ❷ Double-click the **SetupHelp.ini** file.
- ❸ Search for the parameter **UsbKeyUtilityInstallationEnabled**. Change the value of the parameter to **1**.
- ❹ Save and close the file.
- ❺ Install AccessAgent by double clicking on **AccessAgent.msi**.
- ❻ After installation is complete, click **Yes** to restart your computer. You can only use the Key Utility after restarting your computer.
- ❼ To launch the USB Key Utility, right-click on the **AccessAgent** icon in your notification area.

To launch the USB Key Utility, you need to:

- log on with a USB Key as an Administrator with reset rights.
- make sure that AccessAgent can contact the IMS Server. You can try synchronizing with IMS to check for connectivity.



- ❽ Proceed to the next procedure ([Obtaining reset rights for the first Administrator](#)).

Obtaining reset rights for the first Administrator

After installing the USB Key Utility, the Administrator must log on with a USB Key to activate the USB Key Utility.

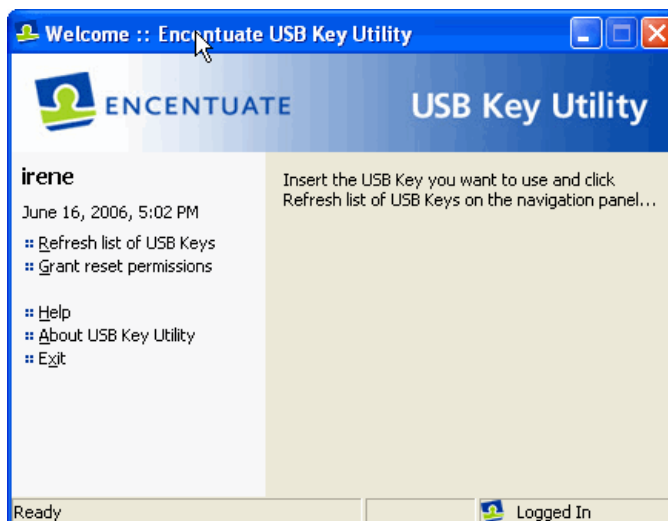
When the Administrator logs on, the system checks whether the Administrator is the first Administrator to use the utility. If the Administrator is the first Administrator, the Utility automatically grants the Administrator the Master Reset Right. The Administrator with reset rights can then grant reset rights to other Administrators.



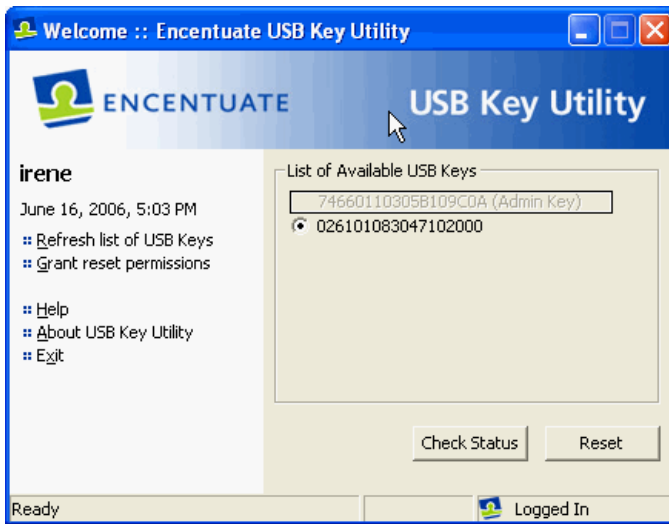
You only need to perform this operation once right after installing the Encentuate IMS Server. If the first Administrator does not obtain reset rights, reset rights for USB Keys cannot be granted to other Administrators.

To obtain reset rights for the first Administrator:

- 1 Launch the Encentuate USB Key Utility.



- 2 Click **Refresh list of USB Keys**. A list of available USB Keys appears, the Admin Key included and marked accordingly.



Granting permission to reset USB Keys

The first Administrator can grant permissions to other administrators to reset USB Keys.



The Administrator who is going to be granted reset rights must already have a registered USB Key.

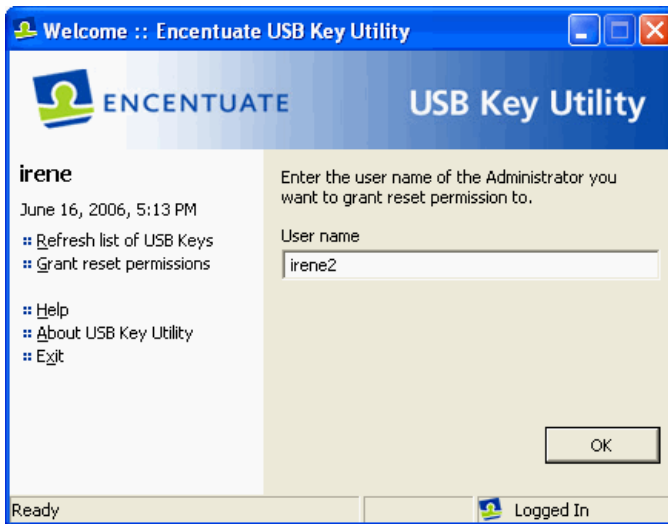
A USB Key belonging to an Administrator with a reset right is called an Admin Key.

The permission to reset is granted to the user, not to a specific USB Key. If an Administrator needs to recover credentials into a new Key, the Administrator will still have the reset rights. However, any Keys registered before reset permission is granted will not have reset rights.

To grant permissions to reset USB Keys:

- 1 In the USB Key Utility navigation panel, click **Grant Reset Permissions**.

- 2 Enter the user name of the Administrator that will be granted with reset rights.



- 3 Click **OK**. If the grant is successful, a confirmation message appears.
- 4 Click **OK**.

Resetting a USB Key

Use the Encentuate USB Key Utility to reset a USB Key's password and other contents.



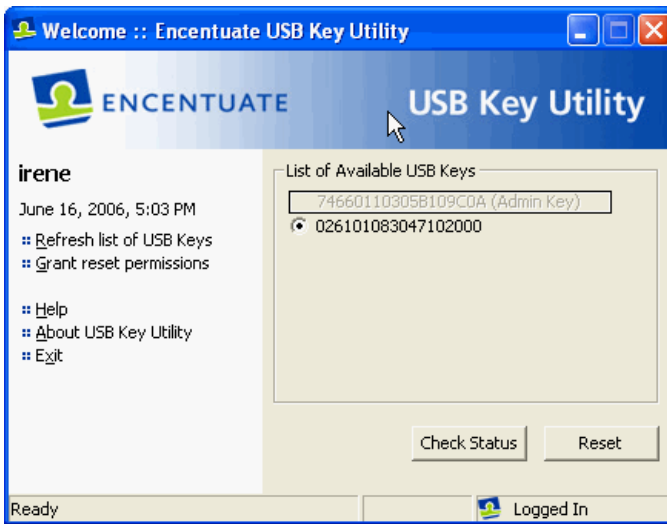
To reset a USB Key, you must have network connectivity, as the Utility also revokes the USB Key from the IMS Server.

If a user forgets the USB Key password, the user can return the Key to the Administrator for resetting. After a Key is reset, the status is "unregistered" but still initialized. The user can then download credentials from the IMS Server to the newly-reset USB Key.

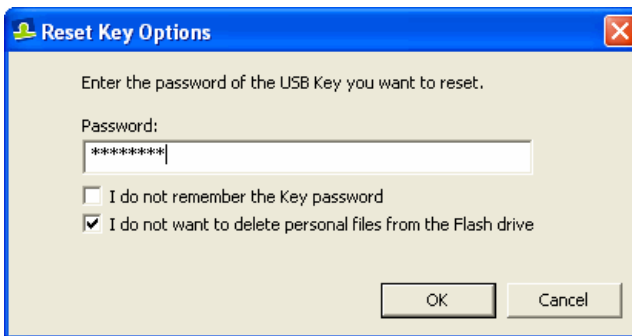
To reset a USB Key:

- 1 Insert the USB Key to reset in the USB port of your computer. You can insert several Keys at the same time.

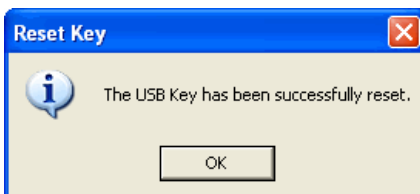
- Click **Refresh the list of Keys** in the navigation panel. Select the Key by clicking on the radio button next to the Key's serial number.



- Click **Reset**. The Reset Key Options window appears.



- Enter the USB Key's password, or mark the **I do not remember the Key password** checkbox, and the USB Key Utility will attempt to use the Key's reset PIN stored in the IMS Server.
- If the USB Key has a Flash drive and you want to preserve any personal data stored in the USB Key, mark the **I do not want to delete personal files from the Flash drive** checkbox. The USB Key Utility will only reset any Encentuate data stored in the Key.
- Click **OK**. A confirmation message appears if the reset was successful.



- Click **OK**.

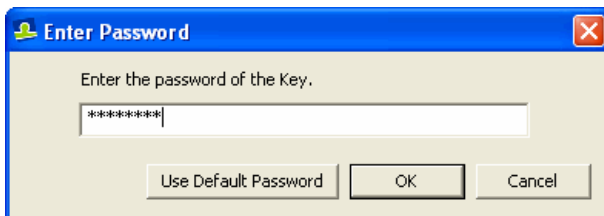
Checking status of a USB Key

The Check Status allows you to find out if a Key:

- is an Admin Key
- is not yet initialized
- requires a reset
- has an incorrect PIN
- is ready to be registered
- is registered

To check the status of a USB Key:

- ❶ Insert the USB Key you want to check in the USB port of your computer. You can insert several Keys at the same time.
- ❷ Click **Refresh the list of Keys** in the navigation panel. Select the Key by clicking on the radio button next to the Key's serial number.
- ❸ Click **Check Status**. A password prompt appears.
- ❹ Enter the password for the Key or request the end-user to enter the password. If you do not know the password, click **Default** to request the system to use the default password.



If the password is incorrect, the USB Key's Smart Card will increase its count for incorrect entries. For a registered USB Key, the option "Use Default Password" will result in an incorrect password entry.

- ❺ Click **OK**. The status of the Key is displayed.

